



JUN 0 8 2005

# **Intellectual Property Law Group**

# **Verizon Corporate Services Group Inc**

600 Hidden Ridge Drive Irving, Texas 75038 MailCode HQE03H14 Phone: 972/718-4800

Fax: 972/718-3946

E mail:

christian.andersen@verizon.com

To:

U.S. Patent and Trademark Office - From:

Christian R. Andersen

Christian R. Anderse

Examiner: Hector A. AGDEPPA

Group Art Unit: 2642 Confirmation No.: 8366

MAIL STOP: Amendment

Sr. Paralegal - Intellectual Property

Fax:

703-872-9306

**Pages** 

with 23 Cover:

FORMAL SUBMISSION OF:

1) Transmittal Letter; and

2) Amendment.

Title:

METHOD AND SYSTEM FOR CALL CENTER SCREENING

Serial No.

09/692,926

Filing Date:

October 20, 2000

First Named Inventor:

Douglas J. COWELL

Atty. No.

00-5019

**CERTIFICATE OF FACSIMILE TRANSMISSION** 

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark

Office on the date shown below:

Christian R. Andersen

Date of Transmission: June 8, 2005

JUN-9 2005 DIPE/JCWS

**2**002

**PATENT** Customer No. 32,127 Attorney Docket No. 00-5019

### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

	In re Appli	cation of:		)	) )			RECEIVED INTRAL FAX CENTER		
	Douglas J	ouglas J. COWELL et al.			Group Art Unit: 2642			JN 0 8	2005	
	Applicatio	n No.: 09/692,926	) Examiner:	Examiner: Agdeppa, Hector A						
	Filed: October 20, 2000 ) Confirmation No.: 83									
		ETHOD AND SYSTEM F ENTER SCREENING	OR C	ALL )						
	P.O. Box	Amendment 1450 ia, VA 22313-1450				:				
	Sir:	·								
		TRANSMITTAL LETTER								
	Enclosed is a reply to the Office Action of March 8, 2005. The item(s) checked below are appropriate:									
	Applicant(s) hereby petition(s) for a month(s) extension of time to respond to the above Office Action. The fee of \$ for the Extension is enclosed.  The claims are calculated below:									
		Claims Remaining After Amendment		Highest Number Previously Paid	Present Extra	Rate	A	dditional Fee		
	Total	50	-	46	4	x \$ 50	\$	200.00	0	
	Indep.	3	-	3	0	x \$200		0.00	0	
	☐ First Presentation of Multiple Dep. Claim(s) +\$360								•	
	Subtota  Reduction by ½ if small entity							200.00	0	
TOTAL							\$	200.00	0	
•		ee of \$200.00 to cover the	he cos	st of the additional clai	ms added b	y this reply	is e	nclosed		
	□ A1	A fee of \$ to cover is enclosed.								
		check for \$200.00 to cov	er the	above fee(s) is enclos	sed.					
06/09/2005 MBI	NAS 00000	008 072347 09692926				·				
01 FC:1202	200.00	DA								

Attorney Docket No. 00-5019 Application No.: 09/692,926

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 07-2347.

Respectfully submitted, VERIZON CORPORATE SERVICES GROUP INC.

Dated: June 8, 2005

Joseph R. Ralmier

Verizon Corporate Services Group Inc. C/O Christian R. Andersen 600 Hidden Ridge Drive Mailcode HQE03H14 Irving, TX 75038

Tel: 972-718-4800

**Customer Number 32127** 

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JUN 0 8 2005

PATENT Customer No. 32,127 Attorney Docket No. 00-5019

#### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)
Douglas J. COWELL et al.	Group Art Unit: 2642
Application No.: 09/692,926	) Examiner: Agdeppa, Hector A
Filed: October 20, 2000	) Confirmation No.: 8386
For: METHOD AND SYSTEM FOR CALL CENTER SCREENING	

## MAIL STOP AMENDMENT

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

## <u>AMENDMENT</u>

In response to the Office Action mailed March 8, 2005, the period for response thereto extending through June 8, 2005, Applicants request that this application be amended as follows:

Amendments to the Claims are reflected beginning on page 2 of this paper.

Remarks/Arguments begin on page 16 of this paper.